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# **Military Pay Series**

**GS-0545**

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# **Military Pay Series**

**GS-0545**

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This series includes positions whose primary duties are to supervise, lead, or perform work to establish, maintain, correct, and close pay accounts for active, reserve, or retired armed forces personnel and their annuitants. Work in this series requires a knowledge of military pay entitlement laws, regulations, and procedures.

This standard supersedes the classification standard for the Military Pay Series, GS-545, dated October 1965.

## SERIES COVERAGE

This series covers one grade interval work involving the examination and processing of substantiating documents to effect the payment of armed forces personnel and their annuitants. For purposes of this standard the term armed forces includes uniformed personnel in the Department of Defense, the Coast Guard, and the commissioned corps of the Public Health Service and National Oceanic and Atmospheric Administration.

Within the military pay occupation are four specializations: active, reserve, retired, and annuitant pay. The work in all the specializations typically involves authorizing payments for a specified period of time and auditing and reconsidering previous pay determinations. The work normally requires application of entitlement laws, Department of Defense and agency rules and regulations, and procedures related to military pay or annuities. Depending on the structure of the agency, the work is performed at installation level, central site, or both locations.

**DEBT COLLECTION WORK** - Work primarily involving the application or explanation of general administrative procedures for processing debt collection actions involving military members and/or posting collections to an accounts receivable system does not require a substantial knowledge of military pay entitlement laws, rules, and procedures. This series does not include this kind of work. Debt collection work which involves pay accounts of service members, former service members, or annuitants is classified to the GS-545 series only if a knowledge of military pay rules, regulations, and procedures is required to verify a debt or assess how the collection action impacts other parts of the pay account

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**ANALYTICAL WORK RELATED TO MILITARY PAY** - Positions assigned two grade interval work which involves analyzing, developing, and interpreting military pay laws, regulations, systems, or procedures are classified to the Financial Administration and Program Series, GS-501. Military Pay Regulations Specialist positions, formerly classified in the Military Pay Series, should be classified to the GS-501 series. Military pay clerks and technicians must have a knowledge of military pay regulations to resolve military pay problems. Their work, however, does not require the extensive analytical skills needed to develop or interpret laws, policies or regulations as is typical of two grade interval positions.

Military pay work covered by the GS-501 series requires not only the same comprehensive knowledge of military pay and leave regulations and operating procedures as required by the Military Pay Series, but also a knowledge of management theories, techniques and practices; the ability to communicate regulatory interpretations both orally and in writing; skill in recognizing problems and applying analytical and problem solving techniques; and good knowledge of automated military pay systems.

Positions requiring a knowledge of military pay but classified to the GS-501 series perform one or more of the following kinds of work:

1. analyzing new legislation, Comptroller General decisions, major changes to DOD pay manuals, etc. to determine the impact on current agency policies, regulations, systems, and procedures;
2. analyzing, evaluating, developing, and writing new and revised military pay regulations, methods, policies, and procedures;
3. providing written authoritative interpretations of current and past military pay laws, policies, regulations, and procedures for use in processing payroll actions;
4. identifying, analyzing, and providing guidance on major military pay problems which may affect the entire agency or a substantial portion of the agency;
5. consulting and coordinating with counterparts in other agencies concerning common issues and problems; and
6. developing long range plans for new and innovative military pay systems and procedures.

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These positions are relatively few in number and are usually located at agency finance centers and/or agency headquarters. Rarely is there a need to establish a position of this type in an installation military pay office.

Positions at the installation level which may initially appear to be of the type described above should be evaluated carefully to determine if 1) characteristics of two grade interval administrative work are present, 2) knowledge and skills typical of pay regulations work are required, and 3) authority to perform this type of work has been delegated to that level.

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**LEGAL AND CLAIMS WORK RELATED TO MILITARY PAY** - Two terms commonly used in military pay specializations are pay claim and back pay claim. These terms are used in reference to review of pay actions to resolve questions concerning an erroneous payment to a service member or annuitant. Pay claim and back pay claim actions should not be confused with legal or quasi-legal determinations work covered by series in the GS-900 Group.

Making decisions regarding an individual's legal status as a dependent or designated recipient to receive benefits of a service member is covered by the Legal and Kindred Group, GS-900.

This work may also be referred to as adjudicating a claim or determining entitlement. Examples of such work include determining if applicants are legally related to a service member to qualify for basic allowance for quarters for dependents, or determining who is the legal annuitant of a retiree. Besides developing claims cases and making and verifying dependency determinations, legal and claims work may also involve examining and verifying post-entitlement actions regarding established beneficiaries, discussing rights and options for receiving benefits with retired armed forces personnel or annuitants, and explaining procedures for filing claims.

Once these determinations are made, the pay entitlement work related to final processing of a pay claim or back pay claim is performed. Pay entitlement work normally involves the computation of the proper payment(s) due or the adjustment of payments. Pay entitlement work is often referred to as processing post-adjudicative actions and often involves auditing a service member's or annuitant's pay records. Such work requires a knowledge of fiscal laws and regulations in effect during the period of time in question and is covered by the Military Pay Series. It is not uncommon to have legal claims, contact representative, or other work classified in the GS-900 Group combined with military pay work in positions performing retired or annuitant pay. In such cases mixed series and/or mixed grade positions are likely to result and should be evaluated using the principles for classifying such positions.

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## EXCLUSIONS

1. Classify to the appropriate clerical series in the General Administrative, Clerical, and Office Services Group, GS-300, positions which primarily involve numbering and dating pay vouchers; arranging pay documents in a definite order; maintaining files; initiating address changes; sorting mail; composing or reviewing correspondence from service members or annuitants requesting nontechnical information such as addresses on insurance allotments, prior year taxes paid, tax exemptions shown, or formulas used to compute payments; or other types of work not requiring a knowledge of military pay processes, procedures, and functions.
2. Classify to the Data Transcribing Series, GS-356, positions which primarily involve operating keyboard controlled equipment to transcribe, verify, input, or correct military pay information in a data processing system, but which do not require a substantial knowledge of military pay.
3. Classify to the Contact Representative Series, GS-962, positions which primarily involve providing advice and recommending options to retired armed forces personnel, relatives, dependents, or other interested parties concerning retired or annuitant pay benefits and rights.
4. For other excluded work, see the classification standards for:

Financial Administration and Program Series, GS-501;  
Financial Clerical and Assistance Series, GS-503;  
Accounting Technician Series, GS-525;  
Voucher Examining Series, GS-540;

Civilian Pay Series, GS-544; and  
Various series in the Legal and Kindred Group, GS-900.

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## DEFINITIONS

For the purposes of this standard, the following terms have the meaning stated, although precise definitions may vary among agencies.

**ALLOTMENT** - A specified portion of the pay and allowances of a service member's or retired member's pay to be paid to a person or institution. Allotments are normally requested by the member, however, a collection action may require an involuntary/mandatory start of an allotment, such as a salary offset.

**ALLOWANCE** - A monetary amount paid to an individual in lieu of providing quarters, subsistence, or the like, and used to offset extraordinary expenses, e.g., Variable Housing Allowance, Basic Allowance for Quarters, Family Separation Allowance, Basic Allowance for Subsistence.

**ANNUITANT** - An individual designated and/or qualified to receive survivor's benefits.

**AUDIT** - The examination of a military pay account or program to verify correctness or to identify inconsistencies in processing of pay actions.

**BACK PAY CLAIM** - An inquiry from a service member or other interested party requesting an audit to resolve questions of nonpayment or overpayment of entitlements, allowances, or other monies to a service member's account. Normally these requests are for retroactive correction of the member's pay account.

**ENTITLEMENT** - The right to receive items of pay and/or allowances. This term is normally applied to the items of pay and allowances earned during a specific period. Included are basic pay, allowances, incentive or special pays, and others listed in the DOD Military Pay and Allowances Entitlements Manual.

**FINANCE CENTER/CENTRAL SITE** - The centralized military pay processing site for an agency where pay accounts for service members are maintained and/or pay actions which cannot be resolved at installation level are processed.

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**GARNISHMENT** - Pay that is involuntarily deducted for reason of court-ordered action, such as child support or alimony, and paid to the proper party.

**INSTALLATION/FIELD SITE** - A finance or disbursing office which maintains the pay accounts for service members assigned to that station.

**LEAVE AND EARNINGS STATEMENT (LES)** - A comprehensive statement of financial activity covering the pay account of a service member for a specified period of time.

**MILITARY PAY SPECIALIZATION** - Active, reserve, retired, and annuitant are the four categories of military pay.

**MILITARY PAY VOUCHER** - A document used by finance and disbursing offices to initiate and substantiate payments to the service member and to certain retirees and annuitants.

**NOTICE OF LEVY** - Internal Revenue Service notices on those persons who have not paid their income tax, or who have neglected or refused to pay after notice of demand. Collection is made from the service member's account.

**RECOUPMENT** - The recovery of a portion of a service member's pay which he/she is required to return, e.g., a portion of a service member's reenlistment or continuation pay bonus may be recouped in court martial cases.

**REJECT LISTING** - An automated output listing identifying rejected input processed during a system update.

**REMISSION** - A request by a service member for release from a debt or obligation.

**REVIEW** - The process of repeating or duplicating actions previously processed to determine if a pay action was processed correctly.

**SERVICE MEMBER** - An active duty, reserve or retired member of a uniformed service.

**SOCIAL SECURITY OFFSET** - A reduction of the Survivor Benefit Plan annuity because of receipt of social security survivor benefits.

**SPECIAL OR INCENTIVE PAY** - The compensation a service member receives for performing specific assignments, e.g., diving duty pay, (( )) parachute duty pay, or attraction and retention pays (bonuses).

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**SUBSTANTIATING DOCUMENT** - Certified written evidence authorizing a change to a service member's pay account.

**SURVIVOR BENEFIT PLAN** - A program for retired military personnel to complement survivor benefits under social security laws.

**WAIVER** - A determination by the agency to relinquish a right or a debt based on a request by a service member or annuitant. For example, dismissing a debt to the government owed by the service member or stopping retired pay to allow a retiree to receive tax free compensation from the Department of Veterans Affairs (DVA).

## OCCUPATIONAL INFORMATION

**COMPONENTS OF MILITARY PAY** - Military compensation consists of the pay, allowances and benefits paid to service members, retirees, and annuitants. Documentation to initiate payments to service members and annuitants may be initiated in military personnel offices, by the member's unit, or in military pay offices. Final action to effect all payments normally occurs in military pay offices. The compensation applicable for each component of military pay is described below. The location of military pay work at the installation or central site level does not, by itself, affect the classification of positions.

**ACTIVE PAY** - By virtue of being on active duty, each service member is entitled to receive basic pay and may be entitled to a housing allowance and basic allowance for subsistence. Service members may also qualify for other elements of compensation, depending on the nature of the duty assignment, the military specialty, the member's duty station, and the conditions of service. These other elements of compensation are typically called special and incentive pays and allowances, or attraction and retention pays.

To determine a service member's entitlements and the total payment due for all basic, special, and incentive pays and allowances, military pay personnel examine substantiating documentation and apply Department of Defense military pay regulations, supplemental agency procedures, and, at times, Comptroller General Decisions. In most cases these regulations describe specific conditions under which a service member is entitled to receive a pay, allowance, or benefit.

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Military pay personnel at installation sites typically perform such functions as in-processing, out-processing, and separating service members; responding to pay inquiries; reviewing military pay debts for validity; processing adjustment actions; and reviewing military pay actions. Installation site personnel use Department of Defense and agency regulations and procedures when performing these functions. Comptroller General Decisions, precedent cases and prior laws and regulations are used to resolve problem cases such as those involving retroactive payments and questions of entitlement to a pay, allowance, or benefit.

Central site military pay personnel normally handle problem cases or inquiries which involve auditing past pay records of both in-service and out-of-service members. This work often requires employees to use considerable judgment in selecting, interpreting, and adapting guidance such as Comptroller General decisions, precedents, and prior laws.

Special interest pay accounts such as accounts of service members who are mentally incompetent or missing in action may be concentrated at a central site. Pay clerks also perform final payment audit of separation actions prepared at installation sites and process actions resulting from decisions by an agency's Board for Correction of Records.

**RESERVE PAY** - Active members of the reserve components are entitled to active and inactive duty training pay for the performance of authorized duty. They may also receive special and incentive pay or attraction and retention pay for the performance of annual training or assignment to full time active duty. The work performed is similar to pay entitlement determinations and problems encountered in active pay.



**RETIRED PAY** - Congress authorized retired pay for service members to ensure that the choice of a career in the armed forces provides compensation competitive with other career choices. Upon completion of a specific period of active service, a service member qualifies for retired pay. Retired pay is determined using a formula prescribed in law and is adjusted when warranted by the cost of living.

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Over the years Congress has modified retired pay provisions. The computation of retired pay can be complicated by different entitlement laws for specific periods of active duty. Retired pay may be reduced depending on a variety of factors, such as, the member's performance of duty as a reservist, or receipt of combined civilian salary and retired pay exceeding statutory limits. Also, under law, the former spouse of a retiree may be entitled to receive retirement benefits. Military pay personnel must be aware of such complicating factors and specific legislative changes when computing pay or responding to inquiries from retired personnel.

Reserve component personnel qualify for retirement by accumulating retirement credit points and years of service. Pay accounts for reservists receiving retired pay may also be subject to the same complicating factors as those for service members who served on active duty.

**ANNUITANT PAY** - Survivors of a retired service member or of a service member who dies after becoming eligible for retirement may be entitled to payments from a variety of government benefit programs. Annuitant pay basically allows benefits of deceased retired service members to be forwarded to survivors. When a cost of living increase occurs in retired pay, the amount of the annuity payable increases proportionately.

The Retired Serviceman's Family Protection Plan (RSFPP) and the Survivor Benefit Plan (SBP), which replaced RSFPP, are the two retirement plans military pay personnel use to determine annuity payments. The SBP program is integrated with the social security system and requires certain reductions in annuity payments in connection with social security eligibility. The survivor of a member who dies on active duty after becoming eligible for retirement may be entitled to an annuity as a supplement to Department of Veterans Affairs dependency and indemnity compensation. Military pay personnel must be aware of these interrelationships when modifying annuity payments.

## **IMPACT OF AUTOMATION**

Automated pay systems exist in most military pay organizations and are an inherent part of nearly all military pay positions. Automation has reduced or eliminated routine pay computations, keypunch cards, and extensive filing and maintenance of hard copy personal financial records and pay documents. Military pay personnel directly input information into data entry terminals, access automated pay records to review previous pay actions, and correct computer rejects before the pay account is updated.

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Some central site positions require a knowledge of how the automated pay system operates as well as a thorough knowledge of military pay to resolve complex military pay problems. Although automation significantly affects the variety of tasks required for these positions, the primary purpose of the work is still the resolution of pay problems using direct systems input.

These positions require in-depth knowledge of military pay to make substantive decisions, analyze documentation, and determine pay entitlements.

As pay systems evolve, military pay personnel increasingly use automated systems to supplement the performance of military pay work. Operation of a personal computer is a tool in performing military pay functions. Performance of work using automated systems does not exclude a position from the Military Pay Series when the primary knowledge, skills, and purpose of the position involve pay rules, regulations and laws.

The use of automated pay systems in connection with military pay work has been addressed throughout the factor level descriptions in this standard.

### **TITLES**

The following titles are authorized for positions in this series.

Military Pay Clerk is the title for nonsupervisory positions at grades GS-4 and below.

Military Pay Technician is the title for nonsupervisory positions at grades GS-5 and above.

Lead Military Pay Clerk and Lead Military Pay Technician are the titles of nonsupervisory positions which meet the criteria contained in the Work Leader Grade Evaluation Guide.

Military Pay Supervisor is the title for positions which meet the criteria in the Supervisory Grade Evaluation Guide. (In Department of Defense components, use criteria for supervisory positions in other guides.)

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Agencies may supplement these titles with parenthetical suffixes to identify a specific specialty in the Military Pay Series. (See titling instructions in the "Introduction to the Position Classification Standards.")

### **EVALUATION OF POSITIONS**

The components of military pay are subject to change through legislation. Specific allowances and special pays may become obsolete or new ones added. Guidelines which affect specific types of pay may change requiring military pay personnel to refer to superseded guidance when responding to pay inquiries. Automation may further reduce the need to perform repetitive procedural steps related to military pay work. Users of this standard should be aware of changes in military pay as they relate to illustrative examples shown in each factor. The intent of the examples, not the examples themselves, is the key to evaluating work performed in military pay positions.

Internal control procedures exist in military pay organizations to prevent fraud, waste, and abuse. Pay actions may be reviewed by another worker or through internal computer checks in automated systems. Duties involving verification of completed pay actions are equivalent in grade level to the work being reviewed. Such review should not normally impact the supervisory controls of a position. Review involving the authority to correct and change errors

should be considered as a duty of the position and appropriate credit given to the knowledge required and any other factors impacted by the performance of such review duties.

Performance of more than one military pay specialty or a variety of work within a specialty does not by itself warrant additional credit. Within most occupations there are specific specialties which require similar levels of knowledge, skills and abilities. In evaluating positions performing work in more than one specialty, any impact should be addressed in a factor-by-factor review of the total position.

Nonsupervisory military pay work is evaluated on a factor-by-factor basis by referring to the appropriate factor level description. For positions which exceed or fall below the factor level descriptions in this standard, users should refer to the Primary Standard in accordance with policy for applying the Factor Evaluation System.

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The Work Leader Grade Evaluation Guide is to be used for positions in this series which meet the criteria for classification as work leaders.

The Supervisory Grade Evaluation Guide, Part I, is to be used for positions which meet the minimum criteria for evaluation as supervisors. (In Department of Defense components, use criteria for supervisory positions in other guides.)

## **FACTOR EVALUATION SYSTEM**

### **GRADE CONVERSION TABLE**

Total points on all evaluation factors are converted to GS grade as follows:

<b>GS Grade</b>	<b>Point Range</b>
3	455-650
4	655-850
5	855-1100
6	1105-1350
7	1355-1600

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## **FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION**

### **Level 1-2 -- 200 Points**

Knowledge of basic or commonly used military pay rules, procedures, or operations to perform limited aspects of one or more military pay specialty areas.

Illustrations:

1. Knowledge of basic or commonly used active, reserve, retired, or annuitant pay rules, regulations, and procedures to:
  - determine the priority or necessity of pay actions;
  - check retirement or annuitant packets for completeness or obtain missing documents;
  - initiate, change, or stop pay actions, e.g., allotments, state tax withholding, employees' withholding allowance certificates (W-4's), or life insurance;
  - contact units to determine if a member's entitlements need to be stopped;
  - examine latest leave and earning statements to determine if a service member was paid for an entitlement;
  - process tax levy notices received from Internal Revenue Service; or
  - complete adjustment documents authorizing collections or payments.
2. Knowledge of common pay documents to:
  - determine if pay action was previously processed;
  - examine routine substantiating documents for accuracy and completeness, e.g., orders, status changes, flight certificates, and W-4A's;
  - identify type of required pay transactions based on orders or pay documents submitted;
  - verify that a retiree's or annuitant's folder contains the necessary documentation to establish the account;
  - prepare documents to reestablish a service member's account in the pay system; or
3. Ability to compute routine recurring payments and changes to payments, using set formulas and tables to:
  - compute pay and allowances such as basic allowance for quarters, advance pay, special and incentive pay, disposable income, leave balance, casual pay, emergency payments, amount service member is indebted, individual duty training pay, cost of benefit coverage;

- determine the amount of Federal and State tax withholding; or
  - compute withholding for tax forms when the member is on full Department of Veterans Affairs waiver.
4. Knowledge of commonly used automated pay system coding procedures to:
- annotate input codes on military pay documents for standard actions commonly received by the pay office for input into the automated pay system;
  - input pay information in one or more automated pay systems from standardized pay and substantiating documents; or
  - interpret the automated codes in a service member's or annuitant's pay account on an agency inquiry system.

### Level 1-3 -- 350 Points

This is the appropriate level for most military pay work at both central sites and installations.

Knowledge of a body of standardized military pay rules, regulations, laws, procedures or operations to determine, process or explain standard military pay actions in support of one or more specialty areas and to resolve recurring problems.

Standardized pay actions typically involve one or more of the following characteristics:

1. Recurring actions which establish or update a pay account or correct recent pay problems in an account. This requires review of pay entitlement laws and regulations to determine the tasks required to process the action.
2. Pay actions, such as bonuses, deductions and collections, or incentive pays, within a military pay function, which require research of pay entitlement laws and regulations. These actions do not normally involve extensive reference to or application of prior pay laws, regulations, and entitlements, or interpretation of complicated Comptroller General decisions and past precedents.
3. Explanation of pay entitlements to service members or annuitants based on action taken in an account or pending action based on changes in eligibility.
4. Pay actions which require an understanding of how input to the automated pay system will affect other data in the service member's pay account.

## Illustrations:

1. Knowledge of military pay regulations, allowances and procedures for standard military pay actions and entitlements to:
  - review, determine, and process standard active or reserve pay entitlement actions required to update a service member's pay account or to correct recent pay problems. The employee, for example, reviews incoming pay documentation, determines what entitlements are due, and updates the service member's pay account; verifies indebtedness due to overpayment of pay and allowances; reviews remission and waiver requests for completeness before submitting for a final decision; and reviews pay accounts prior to payday to ensure pay and allowances were computed correctly.
  - explain standard pay entitlements to service members. Examples include: answering a service member's inquiry concerning the pay account; explaining pay entitlements and provisions to a service member during inprocessing or outprocessing; explaining cost-of-living adjustments and method of computation to a retired service member; and explaining indebtedness actions to a service member.
  - determine and process standard pay and entitlements for retired service members. The work may involve verifying eligibility for retirement; determining taxability of retired pay; reviewing applications to determine the cost of Survivor Benefit Plan coverage; establishing gross retired pay for mentally incompetent retirees; and verifying eligibility for standard types of pay.
2. Knowledge of the various automated pay system coding procedures and requirements used for each type of pay document processed to:

- select the appropriate codes required to process various types of pay and substantiating documents.
- determine the proper time to input a pay action in the automated system to avoid adverse impact on other actions previously processed for the service member;
- identify existing data in a service member's pay account which may cause a new pay action to produce an incorrect pay or allowances; or
- understand and use computer printouts to correct and balance data in a pay account.

### Level 1-4 -- 550 Points

In addition to the body of knowledge required at Level 1-3, Level 1-4 requires in-depth knowledge of a large body of military pay rules, procedures or operations to handle complicated pay actions in one or more specialty areas. Complicated pay actions typically involve one or more of the following characteristics:

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1. Out-of-balance pay accounts requiring audit, correction and adjustment of several items of pay due to the impact of changes on other parts of the account.
2. Pay actions which require indepth research, review and application of prior pay laws, regulations, and entitlements as well as application of Comptroller General decisions and precedent setting interpretations.
3. Pay actions which require reconstructing incomplete records, interpreting ambiguous directives, or making judgments because of an absence of evidence.
4. Pay actions which require intervention and bypass of normal automated system procedures.

### Illustrations:

1. Indepth knowledge of a large body of rules, regulations, laws, and procedures for one or more military pay specializations to:
  - review, determine cause of discrepancy, and resolve complicated problems with current pay accounts of active or reserve service members requiring audit of several months to many years of pay history. Examples include: auditing accounts of service members prior to separation or payment of final pay; reconciling out of balance accounts by determining the cause of the condition and the amounts the member has been under or overpaid; or correcting an account when a disciplinary action affecting pay and allowances has been overturned.

- review, research, audit, and settle backpay claims pertaining to pay and allowances of current or former active or reserve service members. The claims may be complicated by such factors as unauthorized absences, promotions, changes in entitlements/allotments, and conflicting information in the pay record. Examples include: backpay claims involving allowances of regular and special categories of reserve personnel, separation pay and allowances, allotment reconciliation, or actions from the Board for Correction of Records.
- resolve questions of entitlement to additional retired pay compensation. Examples include: determining possible retroactive adjustment of retired pay based on service not previously credited or new legislation; restoring service member to officer grade; determining amounts of overpayment made to a retiree; or determining retired pay based on action taken by the Board for Correction of Records.

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- correct and adjust retired pay due to retroactive legislative adjustments which affect benefits due from other agencies such as the Department of Veterans Affairs or Social Security Administration.
  - audit and make adjustments in annuitant accounts due to interrelationships with other agency benefit programs or retroactive annuitant payments due to a claim. Examples include: determining applicability of Social Security or Department of Veterans Affairs offset; determining reapportionment of annuity; or determining how correction of records cases in active or retired pay affects an annuitant's pay.
2. Knowledge of the automated pay system's internal processing methods, interrelationships between the various items in the automated pay system files, and an understanding of the output produced by the system to:
- determine how the automated pay system will process pay documentation for more complicated accounts and transactions typical of this level and to devise unusual input procedures to ensure a service member is paid correctly;
  - identify segments of the military pay programs which prohibit use of regular automated input to correct a pay account, prepare manual adjustments to the pay account, and devise methods to input unique automated pay transactions in the pay system to bypass the computer operations prohibiting regular input;
  - troubleshoot errors in the automated pay system to determine if the pay error was caused by a system deficiency or a coding problem; or
  - audit and balance a separated service member's pay account using system generated data, and identify information in the system which has caused pay entitlement errors, erroneous collections, or may require adjustments to the pay account.



## **FACTOR 2, SUPERVISORY CONTROLS**

### **Level 2-1 -- 25 Points**

Work assignments are either one-of-a-kind or repetitive tasks, e.g., sorting pay transactions into categories and assigning block numbers, preparing personal data cards for drill pay, or processing address changes. For each assignment the supervisor or higher grade employee provides clear, specific, and complete instructions.

The employee carries out assigned duties as instructed, conferring with the supervisor or higher grade employee when the original instructions are inadequate.

The work is closely controlled. The control may be through the structured nature of the assignment, checking the work at stages in its progress, or close review of completed work for accuracy, adequacy, and adherence to instructions and established procedures. At this level complete, close review by other military pay personnel, work leader or supervisor is customary.

### **Level 2-2 -- 125 Points**

The supervisor makes continuing assignments by indicating generally what is to be done, limitations, quality and quantity of work expected, deadlines, and priority of work. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments. This may include suggesting work methods to follow or providing advice on locating uncommon source materials.

The clerk or technician uses initiative in carrying out recurring assignments and applying established procedures and standard methods of operation. This includes obtaining missing information from originators of documents, maintaining pay accounts, and determining proper entitlements. The employee contacts the supervisor for assistance when established rules or practices do not apply, such as when encountering difficulty in obtaining substantiating pay documentation or when answering pay inquiries which cannot be resolved by established military pay guidance or instructions.

The supervisor ensures that completed work is technically accurate and in compliance with instructions and established procedures. Recurring assignments are reviewed through quality control procedures and selected pay actions are spot checked. New, difficult or unusual pay actions are usually checked in more detail to determine that instructions were carried out correctly.

**NOTE:** At level 2-2, some military pay personnel work more independently than others. Over a period of time, they have developed a knowledge of objectives, alternatives, local priorities, and operating procedures which influence how the work is done and the kind of

adaptations or exceptions which can be made. These employees carry out recurring assignments with less frequent and direct supervision than is generally typical of this level. While they appear to perform their work with uncharacteristic independence, the supervisor continues to control the tasks to be performed; the quantity, quality, and deadline criteria to be met; and the procedures and work methods used to accomplish the work.

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### Level 2-3 -- 275 Points

The supervisor defines the objectives, priorities, and deadlines of the employee's assignment. The supervisor provides general guidance and suggests techniques to handle unusual pay problems which have no clear precedent and which are not covered by existing military pay guidelines.

The technician independently processes the most difficult procedural and technical military pay actions without reference to the supervisor. The employee follows accepted agency practices and established procedures when applying new military pay policy and system techniques. The employee performs independently such assignments as reconstructing pay records to determine entitlements due, resolving the most difficult problem cases, researching and determining the final settlement for pay cases covering many years of service, or performing the final examination of unbalanced separation actions.

Completed work is usually evaluated for overall technical soundness and conformance to agency policies, procedures, and/or system requirements. Techniques used by the employee to resolve difficult pay actions are generally not reviewed in detail.

## **FACTOR 3, GUIDELINES**

### Level 3-1 -- 25 Points

Guidelines are immediately available and directly applicable to all assignments. They include specific and detailed operating procedures and clearly understood tables, forms, and formats.

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The employee follows these guidelines explicitly. Situations not covered by available guidelines are referred to the supervisor.

### Level 3-2 -- 125 points

Specific procedures and instructions for processing assigned pay actions are readily available. Most all guidelines are clearly applicable to the work. Employees may use, for example, Department of Defense pay regulations and manuals, pay charts and tax tables, instructions for using the automated system, detailed interpretations of law, specific guidance based on Comptroller General Decisions, and precedent cases.

Because of the number of guidelines available and their frequent similarity, the employee must use judgment in choosing the one most directly applicable to an individual pay action. For example, the employee must decide which specific procedure applies when determining one of many entitlements, processing an allotment or pay adjustment, or entering a particular action into the pay system. When the action can be processed in more than one way, the employee decides which is best for the situation. When existing guidelines cannot be applied or significant deviations appear necessary, the employee refers the case to the supervisor or a higher grade employee for advice before taking action.

### Level 3-3 -- 275 points

In addition to the guidelines used at Level 3-2, the employee frequently applies guidelines that lack specificity, frequently change, are superseded or obscure, and are not always readily available. These may include general interpretation of law or regulation, past pay advisories, precedent cases that may or may not directly apply, and Comptroller General decisions.

Because of the complex nature of pay actions, the employee must research current or superseded pay guidance and determine its intent and applicability. Successful processing of a difficult or unique pay case depends upon the employee's judgment in finding and selecting the most directly applicable guidance available. If available guidance does not apply, the employee may make adaptations to fit the situation. The employee may, for example:

- change retirement pay based on a retroactive or grand fathered law,
- improvise procedures to bypass sections of the automated pay system which are blocking the processing of an unusual pay action, or
- (when settling a back pay claim), locate and apply superseded pay guidance which governed pay many years before.

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## **FACTOR 4, COMPLEXITY**

### Level 4-1 -- 25 Points

The work consists of a few repetitive, clear-cut, and directly related tasks which require the employee to take a uniform approach in examining and handling pay documents. For example, the employee may review incoming pay documents to determine that required factual information is present and correct, and the requested pay action and substantiating documents agree. After identifying missing information, the employee may then prepare form letters to return incorrect pay actions to the member's unit.

Decisions regarding what must be done involve little or no choice since each action requires that specific information be present for processing to continue.

The steps to be taken in processing the pay documents are well established and limited in number. The employee quickly learns the procedures required to process very routine and standardized pay actions.

### Level 4-2 -- 75 Points

The work consists of processing pay actions which are straightforward but require the employee to carry out a variety of procedures. Pay actions generally do not involve any complicated transactions and can be easily processed within strict deadlines. For example:

- The employee completes a wide range of procedural actions which may include processing allotment requests, updating tax information based on changes made by the member, processing adjustments to annuities, answering routine telephone inquiries based on clearly identifiable pay record data, and coding and entering basic information into the automated pay system.
- The employee processes a limited number of substantive pay actions which involve a few tasks to complete the assignment. They often specialize in determining pay and entitlements for specific pay and allowances. Substantive pay actions may include reviewing bonus actions for propriety, recertifying entitlements for flight pay or basic allowance for quarters, and initiating a collection action against a member's pay.

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Decisions regarding what needs to be done involve identifying and choosing the procedures or steps necessary to process the pay action. Because the requirements of the pay actions may differ slightly, the employee decides which standardized procedures or methods are most appropriate to complete the transaction. Problems are easily resolved by applying basic rules of military pay and carrying out established procedures.

The employee must consider the assortment of pay actions to be processed; the variety of document sources; the selection of appropriate rules, procedures, and formulas; and the possible impact on subsequent pay actions.

### Level 4-3 -- 150 Points

This is the appropriate level for most military pay work at both central sites and installations.

The work consists of processing a wide variety of pay actions which require carrying out numerous different and unrelated procedures. The employee typically works within a single pay specialty. For example:

- The employee processes actions which include most of the major functions within a pay specialty. The work of some employees may involve completing a variety of actions associated with in-processing and/or out-processing service members, determining entitlement to many different kinds of pay and allowances, making adjustments to the pay record, and responding to inquiries regarding most or all aspects of a member's account. or,

- The employee may be involved in auditing previous pay actions, reviewing and settling back pay claims, reconstructing pay records to resolve pay problems, and reconciling pay records to settle separation cases.

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Decisions regarding what needs to be done depend on factors such as the pay regulations or laws in effect during a service member's tour of duty, the availability or lack of guidance relating to an entitlement determination, or the capability of the automated system to process an action. The methods and procedures used to process pay actions vary based on the circumstances of each individual case. The work requires reviewing each transaction carefully and then deciding the proper course of action.

The employee must consider the interrelationships of pay actions and determine the impact of a current pay action on past and future actions. The employee must be sufficiently familiar with the automated system so that adjusting a pay record to process a single transaction does not adversely affect other parts of the pay account.

## **FACTOR 5, SCOPE AND EFFECT**

### **Level 5-1 -- 25 Points**

The purpose of the work is to perform limited, repetitive, or closely related tasks such as completing forms, reviewing documents for completion of all blocks and assigning document numbers.

The work saves time of other members of the staff or contributes to the efficiency of the work unit.

### **Level 5-2 -- 75 Points**

The purpose of the work is to apply or explain standard military pay rules, practices, or procedures in the establishment and maintenance of pay accounts. The work may also involve limited substantive actions such as processing bonus entitlements, verifying military pay indebtedness, or correcting discrepancies on reject listings.

The work affects the timeliness of pay actions processed; the accuracy of monthly payments made to service members, dependents, or annuitants; or the timely collection of debts.

### **Level 5-3 -- 150 Points**

The purpose of the work is to review and process final actions to resolve various complicated military pay problems using a variety of techniques. The work may also involve reviewing pay problems relating to the automated pay system and adapting constantly changing regulations and/or system requirements.

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Final pay actions involving large retroactive payments, adjustments or collections have a substantial impact on the income and morale of the parties involved. Such final actions also affect the viewpoints of service members, annuitants, or other interested parties regarding the

## **FACTOR 7, PURPOSE OF CONTACTS**

Determine the appropriate level of personal contacts from levels 1 and 2 below and the corresponding purpose of contacts from levels A and B. Credit the point value found where the selected levels intersect on the chart below.

### **Persons Contacted**

**Level 1.** Employees within the immediate office or organization performing related functions including travel clerks, data transcribers, and personnel in the military unit(s) served by the office.

**Level 2.** Current or former service members, annuitants, and agency employees outside the immediate office, e.g., personnel at finance centers, other installation pay units, or automation support offices; or other agencies, e.g., Department of Veterans Affairs, Internal Revenue Service, Social Security Administration.

### **Purpose of Contacts**

**Level A.** To obtain, clarify, or exchange factual information pertaining to pay entitlements, allowances, retired pay, collections, or pay procedures. For example: to explain military pay entitlements, provide instructions for completing pay related forms, or obtain substantiating documents from the member's unit.

**Level B.** To resolve problems, obtain cooperation of others or reach mutual agreements on pay or operating problems. For example: to resolve or clarify discrepancies in information submitted by organizations served, resolve automated system problems causing the service member to be paid incorrectly, follow up on missing documentation, seek cooperation of others to resolve complicated pay actions, or reach agreement on payment of debts.

**P U R P O S E**

<b>P E R S O N S</b>		<b>A</b>	<b>B</b>
	1	30	60
	2	45	75

**FACTOR 8, PHYSICAL DEMANDS**

Level 8-1 -- 5 Points

The work is usually sedentary but may involve some standing and walking to obtain or deliver files or consult reference material. There are no special physical demands.

**FACTOR 9, WORK ENVIRONMENT**

Level 9-1 -- 5 Points

The work is normally performed in a well-lighted, climate controlled office setting. Normal safety precautions are required.